

Hawaii Dept. of Health, Office of Health Care Assurance

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 12G020	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 06/14/2019
NAME OF PROVIDER OR SUPPLIER THE ARC IN HAWAII - 6 A		STREET ADDRESS, CITY, STATE, ZIP CODE 852 PAAHANA STREET HONOLULU, HI 96816		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
9 000	INITIAL COMMENTS A licensure survey was conducted by the Office of Health Care Assurance (State Agency) on 06/12/2019 through 06/14/2019. The census at entrance was five clients.	9 000		
9 173	11-99-20(b)(1) NURSING SERVICES In facilities with residents certified by a physician as not needing nursing services, arrangements shall be made with a qualified outside resource to provide at least the following: An assessment of each resident with recommendations to be carried out in the active treatment program. This Statute is not met as evidenced by: Based on interview and record review one Client (C)2 was not care planned for urinary tract infection (UTI). Findings include: Incident reports for C2 reviewed. Incident report for C2 dated 01/23/19 reviewed. C2 taken to ER via ambulance and diagnosed with UTI. Description of incident: stated nurse manager reported that staff had difficulty waking up C2. Nurse manger instructed Adult Day Health (ADH) staff to call 911. Client was treated in the ER and discharged home. Follow up with Primary Care Provider (PCP) on 01/25/19. Plan of Action (POA) stated to continue antibiotics, encourage fluid intake, practice good personal hygiene (wipe front to back after using the toilet), encourage to use the toilet every 2 hours educate caregivers about the signs & symptoms and prevention of UTI. Handout on urinary tract infections in women given to staff at discharge. MD	9 173	Plan of Action Assigned Registered Nurse created, implemented and trained home and ADH staff on HMP for (C) 2 Risk of UTI on 6/17/19. Systemic HMP's should be written if there is any change in the client's status. Staff should be trained immediately to ensure that the HMP is understood and that proper implementation is carried out. IDT to discuss changes and updates during bi-monthly meetings or as needed. All ICF homes will be retrained by the assigned nurses on how to prevent UTI's, identify sign and symptoms of a UTI and the awareness that there is an increase possibility of UTI in those who are using incontinent briefs by July 31, 2019. Quality Assurance Assigned nurses and Nurse Manager to complete quarterly reviews of HMPs and as needed. Quality Assurance committee to meet quarterly to discuss findings and provide correction action as needed.	6/17/19 7/31/19 on-going

Office of Health Care Assurance

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Christine Merys, Director of Programs & Services 7/9/19

STATE FORM

6899

33111

If continuation sheet 1 of 5

7/11/19 - copy to GL; pr

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9 173	<p>Continued From page 1</p> <p>Consultation / progress note dated 01/25/19 reviewed "continue same". Return to clinic in two weeks.</p> <p>Incident report for C2 dated 01/29/19 reviewed. C2 was taken to the ER for blood in the urine and low systolic blood pressure. C2 was diagnosed with dehydration, blood in urine and low blood pressure and discharged home. Handout was given to staff, Dehydration (Adult). Dehydration occurs when your body loses too much fluid. This may be the result of prolonged vomiting or diarrhea, excessive sweating, or a high fever. It may also happen if you don't drink enough fluid when you're sick or out in the heat. Drink at least 12-8 ounce glasses of fluid every day to resolve the dehydration.</p> <p>Description of incident noted by the Registered Nurse (RN) stated staff called to check on client because she noticed some blood in the toilet when she took the client to use the bathroom. Upon my assessment, I noticed some drops of blood in the toilet. Home manger brought her to see her PCP, at the doctors office client's systolic blood pressure was between 79 to 84 (low). Per PCP advised the home manager to bring the client to the ER. Client received intravenous (IV) fluids and Rocephin (a broad spectrum antibiotic medication). POA: Continue to monitor client, follow MD recommendations after discharge, follow up with PCP, monitor blood pressure and urine/ stool for blood. Encourage more fluid intake (drink 12-8 ounces of fluid a day, seek medical advice if symptoms worsen (vomiting, fever, reduced urine output, weakness, fainting).</p> <p>An incident report dated 05/10/19 stated C2 was seen and treated in the emergency department (ER) for a urinary tract infection. Description of</p>	9 173		

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9 173	<p>Continued From page 2</p> <p>incident stated that C2 was very lethargic. Systolic blood pressure was in the 80's. No fever noted. C2 was taken to the ER. C2 was diagnosed and treated with a urinary tract infection and discharged home on Cephalexin (an antibiotic medication for UTI) 500 milligram (MG) capsules, take 1 capsule by mouth three times a day.</p> <p>Plan of action stated: Continue to monitor client, follow discharge orders, continue antibiotics as ordered, follow up with Primary Care Provider (PCP), encourage fluid intake, practice good personal hygiene (wipe front to back after using the toilet), encourage to use the toilet every 2 hours (make sure client empties her bladder completely).</p> <p>Lab report dated 05/10/19 revealed ... urinalysis positive with many bacteria.</p> <p>Per the handout given by the ER, Urinary tract infections in women states The lifestyle changes below will help get rid of your UTI. They may also help prevent future UTI's.</p> <p>Drink plenty of fluids; fluids help flush bacteria out of your body; empty your bladder; practice good personal hygiene and wipe yourself from front to back after using the toilet.</p> <p>Physician (MD) Consultation/ progress notes dated 05/14/19 reviewed after the ER visit on 05/10/19. UTI and noted diet clarification: Pureed food with nectar thick liquids.</p> <p>During an interview with the ADH Teacher on 06/14/19 AT 10:02 AM queried if after the ER visit's on 01/23/19 did you receive any instructions from the nurse on how to prevent UTI?</p> <p>I was told to check frequently and keep her dry to</p>	9 173		

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9 173	<p>Continued From page 3</p> <p>identify and prevent UTI, make sure she's being clean, we do the cleaning. Here we use wipes, We put water and clean with the gloves. We bring C2 to the restroom every two hours but she doesn't go all the time when we take her she will stay for 10 or 15 minutes. She doesn't always go then she might go after we bring her back. When asked how often does the client receive fluids and how is her fluid intake being monitored? Teacher replied snack time, lunch time, before she goes home. If she gets soda or juice 2 ½ to three cups. We write the amount in her communication book that goes home with her so the home knows how much fluid she takes in class during her day. When asked how do you identify signs and symptoms of UTI? Replied C2 gets sleepy, and if she urinates the smell is different. When she pees only a little then she could have an infection. She doesn't show any facial expressions. We call the nurse if she is very sleepy. There are times when we have a hard time waking her up, if she's okay she'll wake up.</p> <p>During an interview with the Home Manager (HM) on 06/14/19 at 10:25 AM when asked after the ER visit on 01/23/19 did you receive any instructions from the nurse on how to prevent UTI? HM replied we had to give her antibiotics for 7 days and were encouraged to give her cranberry juice and keep her hydrated. We toilet her often, give her time to have a bowel movement. On average when the clients are home between 3-11 PM after program, after dinner, and just before they go to bed. They are checked on after they're in bed and the next change of shift. We write down what and how much C2 drinks on her medication administration record. With afternoon snack and meals she gets one cup of water and she gets a cranberry juice. Usually if she's having a hard time drinking,</p>	9 173		

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9 173	<p>Continued From page 4</p> <p>we call the nurse right away. The Speech therapist evaluated her not too long after the ER visit. She recommended giving the fluid nectar consistency. Now she drinks more fluids. I put the fluid in her bowl and she can use the spoon. When asked how do the staff know when C2 has a UTI and replied, we pay attention to the odor, if its strong or if she's not urinating very much, or if the urine is super dark or not yellow C2 usually gets very very tired, outside of her baseline. When she has has a UTI she doesn't wake up and is very lethargic.</p> <p>During an interview with RN1 on 06/14/19 at 10:31 AM queried what interventions were implemented after the ER visit when client was seen and treated with a UTI? RN1 stated we educated the HM about UTI and prevention, giving cranberry juice, hygiene wiping front to back when cleaning after using the restroom. RN1 queried if C2's health maintenance plan was updated specifically for UTI? RN looked through the clients record and responded that she doesn't have a plan, and probably should have one.</p>	9 173			